



*... Committed to your good health*

# Henry Mayo Newhall Memorial Hospital

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## CALIFORNIA HOSPITALS OUTCOMES PROJECT

Henry Mayo Newhall Memorial Hospital (HMNMH) is a 227-bed, non-profit community hospital located in the Santa Clarita Valley. Seven percent (7%) of the population served by the Hospital are people 65 years and older.

According to the information from the Office of Statewide Health Planning and Development (OSHDP), HMNMH's observed mortality rate for acute myocardial infarctions for admissions between 1991 through 1993 was below our expected rate for both models utilized. HMNMH's observed mortality rate was 10.9% under model A versus an expected rate of 15.2%, and the observed mortality rate was 11.0% under model B versus an expected rate of 16.9%. HMNMH's rate was also below the statewide rate.

The OSHPD data has confirmed the high quality of care provided at HMNMH, as our observed mortality rates were all below our predicted rates.

Medical Staff committees are responsible to monitor the care provided to patients. The HMNMH Intensive Coronary Care Unit/Definitive Observation Unit Committee has established care protocols for acute myocardial infarctions and monitors the care provided. Through the collaborative efforts of the ICCU/DOU Committee, the Emergency Services Committee, and Hospital staff, a "Code Heart" program was implemented in February 1995. This emergency response team of physicians, nurses, and technicians immediately assemble in the Emergency Department upon notification of a potential heart attack victim's arrival to the Hospital to assure that thrombolytic therapy is started without delay to prevent further damage to the heart. Our internal monitoring demonstrates that the time interval from the patient's arrival to the Emergency Department to the time of administration of thrombolytic therapy has been cut in half since the program was initiated. The ICCU/DOU Committee has previously reviewed the outcomes data provided by OSHPD and will continue to do so.

In addition to the review of the OSHPD data which is several years old, the Hospital has contracted with a physician Board Certified in Pulmonary Medicine and Critical Care to serve as Medical Director for critical care services and recently installed the APACHE III System, a comprehensive decision support computer system for use in the Intensive Coronary Care Unit (ICCU) and Definitive Observation Unit (DOU) in order to access concurrent information about the quality of care provided to critical care patients, including patients with acute myocardial infarction. The System provides information on a concurrent and daily basis regarding the severity of illness of patients in the ICCU and DOU, predicts responses to therapy in terms of standard outcome measures like mortality and length of stay, compares the actual performance of the ICCU and DOU to predicted performance and monitors the resource consumption of ICCU

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and DOU patients. These ongoing review processes provide the Hospital and Medical Staff with feedback mechanisms to continually improve our care and services.

Our goal is to continue to deliver the highest standard of care possible and do it within a community hospital setting. We are proud to maintain our Emergency Heart Care Program accreditation from the American Heart Association. We appreciate our community's support and always welcome comments and requests for further information.

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